

DEPARTMENT OF
PUBLIC HEALTH AND HUMAN SERVICES



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GOVERNOR

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TO: Jay Olson, Express Personnel
Carrie Schaff, Division Administrator Express Personnel

FROM: Paula Miskuly-Tripp, Quality Improvement Specialist
Developmental Disabilities Program

RE: Quality Assurance Review FY '06

DATE: May 19, 2006

Please find attached the Quality Assurance report for this fiscal year. You continue to provide a necessary and exceptional service for . It is a pleasure being affiliated with your organization.

Cc: Ted Spas, Regional Manager DDP (Missoula)
John Zeeck, Quality Assurance Specialist DDP (Helena)
Tim Plaska, Community Services Bureau Chief DDP (Helena)

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MAY 22 2006
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Scope of Review

ADMINISTRATIVE

Express Personnel provides supported living services to one individual in the Missoula area. This individual does not qualify for Medicaid, so the contract with the Developmental Disabilities Program (DDP) is funded solely with state general fund dollars.

The agency provides assistance with payroll and required deductions and completes required background checks for staff. The individual's guardian is responsible to ensure staff receive training and that the individual's Individual Plan (IP) is implemented.

Express Personnel has continued to be responsive to DDP directives. There have been no issues noted with invoices or Annual Expenditure reports. Since this contract is for only one person, an A-133 audit is not required.

Specific Services Reviewed

A. Residential

Express Personnel continues to do an exceptional job assisting this individual to receive the services she needs, and wants. There were no deficiencies noted in the last review, and none were found during this review.

The service Express is delivering might be more appropriately defined as 'fiscal intermediary'. This service category is not currently defined or available within the DDP Home and Community Based Services Waiver. As DDP moves toward individualized funding, it is possible that this contract may serve as a model or pilot for 'fiscal intermediary' as a service.

HEALTH AND SAFETY

Staff do not assist with medications, and the guardian handles all medical care. There are no safety issues noted in the natural home. The individual receives Speech Therapy. During this year's review I noted that she has shown significant progress in her communication skills.

SERVICE PLANNING AND DELIVERY

This individual participates in a very active daily schedule. She continues to volunteer at Meals on Wheels and her route has remained consistent. The staff who assist her during the day accompany her to exercise at the YMCA and to continue choir with Very Special Arts (VSA).

The guardian maintains close contact with the case manager to report on progress toward her goals and objectives.

STAFFING

This year there was staff turnover, which resulted in some behavior challenges for the individual. These have since been resolved. Express Personnel completed all necessary background checks prior to hire, all records are in order.

In years past, the QIS has included Express Personnel staff in IP and DDP Policy training. There may be some upcoming training opportunities in the Fall, staff will be invited to attend.

INCIDENT MANAGEMENT

There have been no critical incidents this year.

B. Work/Day/Community Employment

Express Personnel does not provide work/day/community employment services.

C. Community Supports

Express Personnel does not provide community supports services.

D. Transportation

Express Personnel does not provide transportation services.

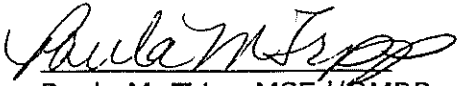
E. Case Management

Express Personnel does not provide Case Management services.

Conclusion

There are no findings from this review. Express Personnel continues to provide a necessary in individualized service.

Respectfully submitted:

A handwritten signature in cursive script, reading "Paula M. Tripp". The signature is written in black ink and is positioned above the printed name.

Paula M. Tripp MEd/QMRP
Quality Improvement Specialist, DDP